Creating a Positive Pleasing Personality

Lionel Hartley

Facsimile edition
scanned and digitised 2025

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Preface (to the 1986 edition)

I FIRST MET Dr Lionel Hartley when he was a student at Avondale College in the late '70s. I was at once astounded at his vast general knowledge that spilled out into everything he wrote or said.

His everyday speech was punctuated with "one liners" either from his reading or from his imagination. I often shared with faculty colleagues the things that he had/has written, and long after he left the college I continued to pursue his writings and I used them as a source of inspiration for my own.

I find that Lionel personally has a positive pleasing personality, which makes him most appropriately suited to share his advice through these pages.

My motivation for encouraging this publication is from Lionel Hartley's own words: "Wisdom seen and not recorded (writ or deed) is wisdom lost." (Lionel Hartley, Biblical Studies, 2/4/83, p3)

— W Austin Townend, author and lecturer.

Introduction

WHETHER IT IS in a family, a marriage, in a workplace or just in your neighbourhood, as you will have already realised, to get the most out of life, we need to be able to get along with people.

This also means that others will like us and want to do things for us and with us.

Our personality is our attitude in action.

An attractive appearance captivates the eye, but an attractive personality captivates the heart.

When we get along with people it is because they find our personality positive and pleasing.

How can we create a positive personality?

This book will provide some suggestions.

Chapter 1. Friendship

TO MAKE AND keep a friend, be a friend; be friendly.

A friend is a gentle push when you've stopped, a lift-up when you've fallen, a guide when you're searching, a shared song when you're happy, a boost when you are depressed, courage when you are fearful, comfort when you're lonely, strength when you nedd a helping hand, a shared tear when you're grieving and a smile when you're sorrowful.

Good friends are hard to find, harder to leave, and impossible to forget.

The author A. LeBlanc wrote, "God saw a tear, and kissed it away with the smile of a friend".

A friend (A)ccepts you as you are; (B)elieves in you; (C)alls you just to say "Hi"; (D)oesn't give up on you; (E)nvisions the whole of you (even the unfinished parts); (F)orgives your mistakes; (G)ives unconditionally; (H)elps you; (I)nvites you over;

(J)ust wants to be with you; (K)eeps you close to his or her heart; (L)oves you for who you are; (M)akes a difference in your life; (N)ever Judges; (O)ffers support; (P)icks you up; (Q)uiets your fears; (R)aises your spirits; (S)ays nice things about you; (T)ells you the truth when you need to hear it; (U)nderstands you; (V)alues you; (W)alks beside you; e(X)-plains things you don't understand; (Y)ells at you when you won't listen, and (Z)aps you back to reality.

Choose your love wisely, then wisely love your choice.

Chapter 2. Forgiveness

FORGIVENESS IS THE odour that flowers give off when they are trampled upon.

Take the initiative: listen and be first to give a friendship sign, to nod first, smile first, laugh first, speak first, and if necessary, forgive first. No matter how good a friend is, they're going to hurt us every once in a while and we must forgive them for that.

Also it isn't always enough to forgive others or to be forgiven by others; sometimes we have to learn to forgive ourselves. (Coping with difficult people is always a problem, especially if the difficult person happens to be yourself.)

African Proverb says, "He who forgives ends the quarrel".

Two little boys had quarrelled. But the next morning Johnny took his cap and headed for Bobby's house again. Surprised, an older member of the family said teasingly, "What! Going to play with him again?

I thought you quarrelled only last evening and were never going to have anything more to do with each other. Funny memory you have."

Johnny looked a little sheepish, dug his toe into the carpet for a moment, then flashed a satisfied smile as he hurried away. "Oh! Bobby and me's good forgetters!"

'I've heard it said don't go to bed
while hanging on to sorrow,
You may not have the chance to laugh
with those you love tomorrow.

You may not mean the words you
speak when anger takes its toll,
You may regret your actions once
you've lost your self-control.

When you've lost your temper and
you've said some hurtful things,
Think about the heartache that your
actions sometime bring.

You'll never get those moments back,
such precious time to waste,
And all because of things you said in
anger and in haste.

So if you're loving someone and your
pride has settled in,
You may not ever have the chance to
say to them again,
'I love you and I miss you and
although we don't agree,
I'll try to see your point of view.
Please do the same for me'."

(Anonymous)

An apology is a good way to have the last word.

Chapter 3. Golden Rule

A HARD LESSON for all of us to learn is that we cannot control people to make them like, love, understand, care, accept, or validate us or to be kind or even just plain nice to us. But we can still be respectful to them and treat them, as we would like to be treated.

"Therefore all things whatsoever ye would that men should do to you, do ye even so to them" (Jesus Christ, Matthew 7:12)

A medieval blessing said, "When we and ours have it in our power to do for you and yours what you and yours have done for us and ours, then we and ours will do for you and yours what you and yours have done for us and ours."

John Wesley put it this way: "Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can."

Think what type of person you would like to have as a friend, how you would like to be treated and then be that type of person for others.

We cannot make someone love us. All we can do is be someone who can be loved. The rest is up to them.

At the entrance of a quiet little town there was an old man sitting on a bench.

Since he was retired and the oldest man in the village, he spent the day sitting, greeting everyone who came in and out of the town.

One day a stranger arrived, approached him and after greeting him asked, "Sir, I plan to stay and live in this place. What are the people of this town like?"

"First tell me what the people of the town where you lived were like", the old man answered.

"The people in the town where I lived were gossipy, scheming, bitter, always in a bad mood, that's why I decided to move."

"What a coincidence, the people of this town are just like that, gossipy, bitter and scheming," the old man explained.

A few minutes later another man was entering the city interested in living in the town, who upon seeing the old man approached him and asked him the same question, "What are the people of this town like?"

"Before I answer you, tell me what the people were like in the city where you lived?"

The people of the town where he lived were helpful, cheerful, hard-working, honest, friendly and very happy.

"That's how the people of this place are," said the old man.

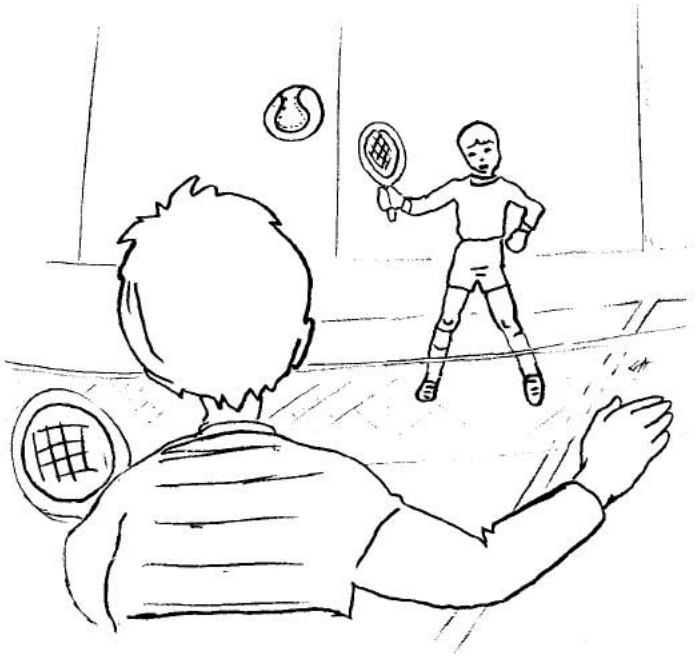
Another person who was seated nearby and eavesdropping on the conversations, asked the old man, "How is it possible that you give two totally opposite, different answers to the same question?"

"The thing is that bitterness and frustration, as

well as joy and optimism, are personal burdens and behaviours that people have and that they carry with them to any part of the world where they live. The problem is not in the environment but in the hearts of people."

Solomon tells us how. "A man who has friends must himself be friendly..." (Proverbs 18:24)

Ralph Waldo Emerson wrote, "The only way to have a friend is to be one." Or to put it another way, the best vitamin for developing friends is B1.



Chapter 4. Confidentiality

KEEP SECRETS, avoid gossip. And remember, that we shouldn't be so eager to find out a secret. It could change our life forever.

If you can't say something nice about (or to) a person, keep silent. Although we must master the art of overlooking shortcomings, if you can never think of any nice things to say about your friends, then maybe you have the wrong friends.

The Bible says, "He that keepeth his mouth keepeth his life; but he that openeth wide his lips shall have destruction" (Proverbs 13:3). "He who holds his tongue is wise" (Proverbs 10:19).

"If your lips would keep from slips Five things observe with care: of whom you speak, to whom you speak, and how and when and where" (Anonymous).

Better to be thought a fool by saying nothing than to open your mouth and remove all doubt.

When to keep your mouth shut (according to the Bible)

(i) When you are in the heat of anger - Proverbs 14:17

(ii) When you don't have all the facts - Proverbs 18:13

(iii) When you haven't verified the story - Deuteronomy 17:6

(iv) If your words will offend a weaker person - 1 Corinthians 8:11

(v) When it is time to listen - Proverbs 13:1

(vi) When you are tempted to make light of holy things - Ecclesiastes 5:2

(vii) When you are tempted to joke about sin - Proverbs 14:9

(viii) If you would be ashamed of your words later - Proverbs 8:8

(ix) If your words would convey the wrong

impression - Proverbs 17:27

(x) If the issue is none of your business - Proverbs 14:10

(xi) When you are tempted to tell an outright lie - Proverbs 4:24

(xii) If your words will damage someone else's reputation - Proverbs 16:27

(xiii) If your words will harm a friendship - Proverbs 16:28

(xiv) When you are feeling critical - James 3:9

(xv) If you can't say it without shouting or screaming it - Proverbs 25:28

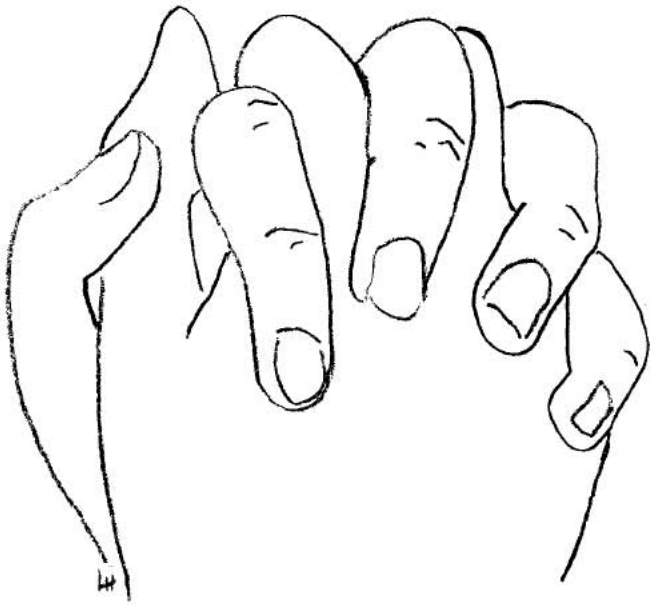
(xvi) If your words will be a poor reflection of your God, your friends or your family - Peter 2:21-23

(xvii) If you may have to eat your words later - Proverbs 18:21

(xviii) If you have already said it more than once - Proverbs 19:13

(xvix) When you are tempted to flatter a wicked person - Proverbs 24:24

(xx) When you are suppose to be working instead - Proverbs 14:23



Chapter 5. Needs

PEOPLE NEED TO feel wanted, loved, needed, so help create these feelings in others. A friend is someone who knows the song in your heart and can sing it back to you when you have forgotten the words.

"Ointment and perfume delight the heart, and the sweetness of a man's friend does so by hearty counsel." (Proverbs 27:9)

Abraham Maslow (1908-1970) was an American psychologist and philosopher who developed the motivational theory in psychology commonly known as 'Maslow's Hierarchy of Needs'.

These needs, from the least important to the most, are physiological needs, safety, love and belonging, esteem, and self-actualization. Maslow's theory suggests that fulfilling these needs (in order) is essential for overall well-being and personal fulfilment.

(i) Physiological needs. These are the most

basic needs for survival, including breathable air, water, food, shelter, (possibly clothing or other body protection) and sleep.

(ii) Safety needs. Once physiological needs are met, individuals seek security, stability, and freedom from fear. This includes personal and financial security, health, and protection from harm.

Relevant to this treatise are the following:

(iii) Love and belonging needs. After safety, the need for social connection and belonging arises. This involves friendships, family relationships, intimacy, and a sense of community.

(iv) Esteem needs. This level focuses on the need for self-esteem, self-worth, confidence, achievement, and respect from others. It includes the desire for recognition, status, and appreciation.

(v) Self-actualization or self-realization. At the top of the hierarchy is the need to realize one's full potential, creativity, imagination and personal growth.

Chapter 6. Kindness

BE KIND to others. You may not feel you can love them, but at least you can be kind.

Someone has said, "Be nice to all; you never know who will show up on the jury".

You can never do a kindness too soon for you never know how soon it will be too late.

Those who are habitually performing small acts of kindness usually do the great acts of love.

Friendship is not measured by day or by year, nor by miles or kilometres, by far or by near... nor by rule or by dictate, command or by law, nor freedom from argument, disagreement or war. Friendship is not even measured by how much we share, but by love and concern, and showing we care.

An Arabian Proverb reminds us that, "A friend is one to whom one may pour out all the contents of one's heart, chaff and grain together, knowing that

the gentlest of hands will take and sift it, keep what is worth keeping and with a breath of kindness blow the rest away."

True friends are like diamonds, precious and rare; false friends are like autumn leaves, found everywhere. Friendship doubles your joys, and halves your sorrows.

Chapter 7. Patience

DEVELOP PATIENCE and forbearance.

There is an ancient Hebrew parable that tells of Abraham who was sitting outside his tent one evening when he saw an old man, weary from age and journey, coming toward him.

Abraham rushed out, greeted him, and then invited him into his tent. There he washed the old man's feet and gave him food and drink.

The old man immediately began eating without saying any prayer or blessing. So Abraham asked him, "Don't you worship God?"

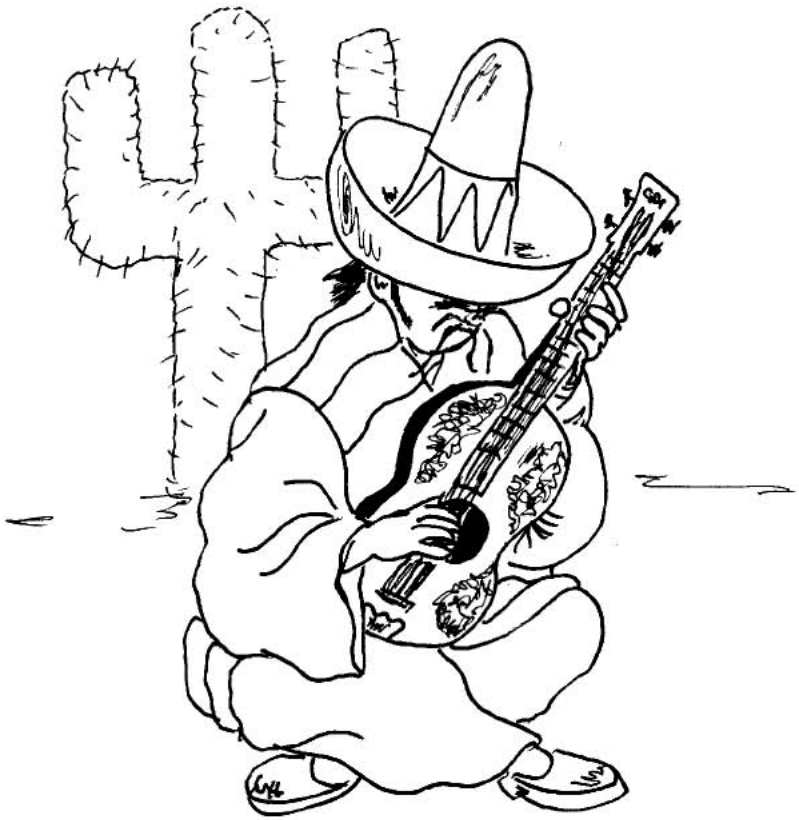
The old traveller replied, "I worship fire only and revere no other god."

When he heard this, Abraham became angry, and sent the old man out of his tent into the cold night air.

When the old man had departed, God called to

his friend Abraham and asked where the stranger was. Abraham replied, "I sent him out because he did not worship you."

God answered, "I have suffered him these eighty years although he dishonours me. Could you not be patient with him for one night?"



Chapter 8. Selflove

LEARN TO LOVE yourself because others will often treat to you the way they see you treating yourself.

Eleanor Roosevelt said, "Friendship with oneself is all important, because without it one cannot be friends with anyone else in the world."

"Jesus said unto him, Thou shalt love the Lord thy God with all thy heart, and with all thy soul, and with all thy mind. This is the first and great commandment. And the second is like unto it, Thou shalt love thy neighbour as thyself. On these two commandments hang all the law and the prophets" (Matthew 22:37-40).

We are to love our neighbours as ourselves but this command is meaningless if we do not have love for ourselves. The Bible has the expectation that selflove is important (not for our identity as we get that from being adopted sons and daughters of God) but for our ability to love others.

There is a solid biblical basis for believing that we are of value and worth:

(i) God considers our life more important than even His own Son's life: "For God so loved the world, that he gave his only begotten Son, that whosoever believeth in him should not perish, but have everlasting life" (John 3:16).

(ii) God considers us valuable: "Are not two sparrows sold for a farthing? and one of them shall not fall on the ground without your Father. But the very hairs of your head are all numbered. Fear ye not therefore, ye are of more value than many sparrows" (Matthew 10:29-31).

(iii) God knows you and you are important to Him: "O Lord, thou hast searched me, and known me. Thou knowest my downsitting and mine uprising, thou understandest my thought afar off. Thou compassest my path and my lying down, and art acquainted with all my ways. For there is not a word in my tongue, but, lo, O Lord, thou knowest it altogether. Thou hast beset me behind and before, and laid thine hand upon me. Such knowledge is too wonderful for me; it is high, I cannot attain unto it"

(Psalm 139:1-6)

(iv) Long before we are born God determined what we will be like: "For thou hast possessed my reins: thou hast covered me in my mother's womb. I will praise thee; for I am fearfully and wonderfully made: marvellous are thy works; and that my soul knoweth right well. My substance was not hid from thee, when I was made in secret, and curiously wrought in the lowest parts of the earth. Thine eyes did see my substance, yet being unperfect; and in thy book all my members were written, which in continuance were fashioned, when as yet there was none of them. How precious also are thy thoughts unto me, O God! how great is the sum of them! If I should count them, they are more in number than the sand: when I awake, I am still with thee" (Psalm 139:13-18).

(v) We are a work in progress; God is still working on us: "For we are his workmanship, created in Christ Jesus unto good works, which God hath before ordained that we should walk in them" (Ephesians 2:10).

(vi)You were created in the image of God: "And God said, Let us make man in our image, after

our likeness: and let them have dominion over the fish of the sea, and over the fowl of the air, and over the cattle, and over all the earth, and over every creeping thing that creepeth upon the earth. So God created man in his own image, in the image of God created he him; male and female created he them. And God blessed them, and God said unto them, Be fruitful, and multiply, and replenish the earth, and subdue it: and have dominion over the fish of the sea, and over the fowl of the air, and over every living thing that moveth upon the earth" (Genesis 1:26-28).

Chapter 9. Bragging

LET OTHERS impress you rather than trying to impress them. He is a good friend who speaks well of you behind your back.

During a large prayer meeting a rather pompous man arose and said, "Brethren, I am on board the old ship Zion, and I am sailing heavenward, and I am going at the rate of sixteen knots; I shall soon sail up the harbour of the blessed."

Then another man with more arrogance rose and said, "I, too, am on board the old ship Zion, and I am sailing heavenward at the rate of thirty knots; I shall soon sail up the harbour of the blessed," and he sat down.

Then another man with even more arrogance got up and said, "I, too, brethren, am on board the old ship Zion. It is a steamship with a terrific horsepower, and on this steamship I shall soon sail up the harbour of the blessed," and he sat down.

Then a plain Christian rose and said, "Well, brethren, I have been plodding to heaven seventy years, and I have been going afoot; I suppose from the looks of things that I shall have to go afoot the rest of the way. If some of you people that are going by steam don't look out, you'll burst your boilers."

The Apostle Paul wrote, "May I never boast except in the cross of our Lord Jesus Christ, through which the world has been crucified to me, and I to the world" (Galatians 6:14).

As we are still growing, we do indeed need to remember, that we are not what we ought to be, we are not what we wish to be, we are not what we hope to be; but by the grace of God we are not what we once were.

Let you virtues speak for themselves, and avoid the temptation to interrupt what they say.

Some wit has suggested that if we brag too much our tongue will get sunburnt and we would even give an aspirin a headache.

A warning from Jesus: "And he spake this

parable unto certain which trusted in themselves that they were righteous, and despised others: Two men went up into the temple to pray; the one a Pharisee, and the other a publican. The Pharisee stood and prayed thus with himself, God, I thank thee, that I am not as other men are, extortioners, unjust, adulterers, or even as this publican. I fast twice in the week, I give tithes of all that I possess. And the publican, standing afar off, would not lift up so much as his eyes unto heaven, but smote upon his breast, saying, God be merciful to me a sinner. I tell you, this man went down to his house justified rather than the other: for every one that exalteth himself shall be abased; and he that humbleth himself shall be exalted" (Luke 18:9-14).

If you want to know how important you are in the scheme of things, take a bucket and fill it with water, put your hand in, up to the wrist. When you pull it out, the hole that's remaining is a measure of how your value in the world's eyes. However, as mentioned earlier, in God's eyes, we are truly valuable (See Matthew 10:29-31).

Chapter 10. Honesty

HONESTY OFTEN HURTS, often makes us vulnerable, but honesty always wins in the end.

There are no degrees of honesty; either you are honest or you are not, just as there is no such thing as a 'white lie' as all lying is dishonesty. "Let lying lips be put to silence; which speak grievous things proudly and contemptuously" (Psalms 31:18).

"Faithful are the wounds of a friend, but the kisses of an enemy are deceitful." (Proverbs 27:6)

While 35-year-old Janet was visiting her mother, they went for a walk and met their pastor in the street.

"Is this your daughter? I remember her when she was only this high," he said as he gestured an infant's height with his hand.

Without pausing Jan's mother said, "Well, she's twenty-four now."

After everyone had said good-byes, a horrified Janet asked her mother why she'd told such a whopping lie.

"Well," mother replied, "I've been lying about my age for so long, it suddenly dawned on me that I'd have to start lying about yours too."

Shakespeare has Hamlet, the Prince of Denmark saying, "To be honest as this world goes, is to be one man picked out of a thousand".

As the three ladies in a restaurant picked up a menu, each put on a pair of glasses.

"I really only need mine for close-up reading," explained the first.

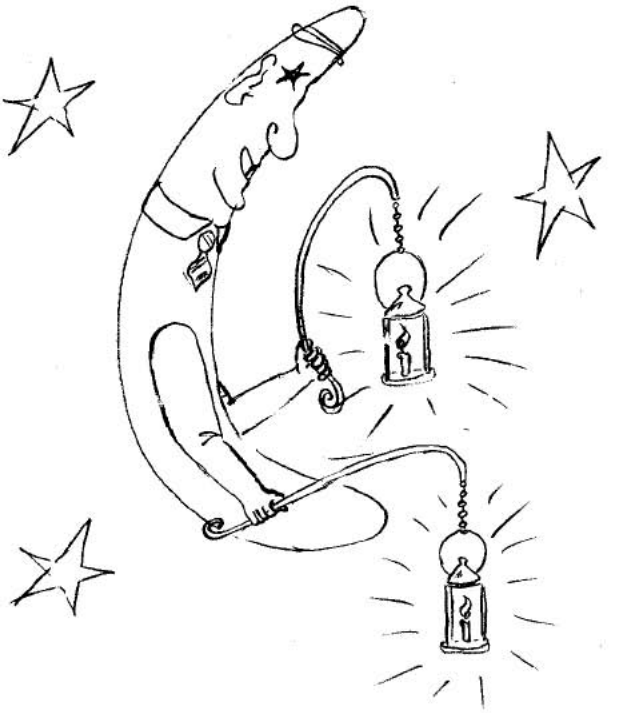
The second said, "I only use mine when the lighting is bad."

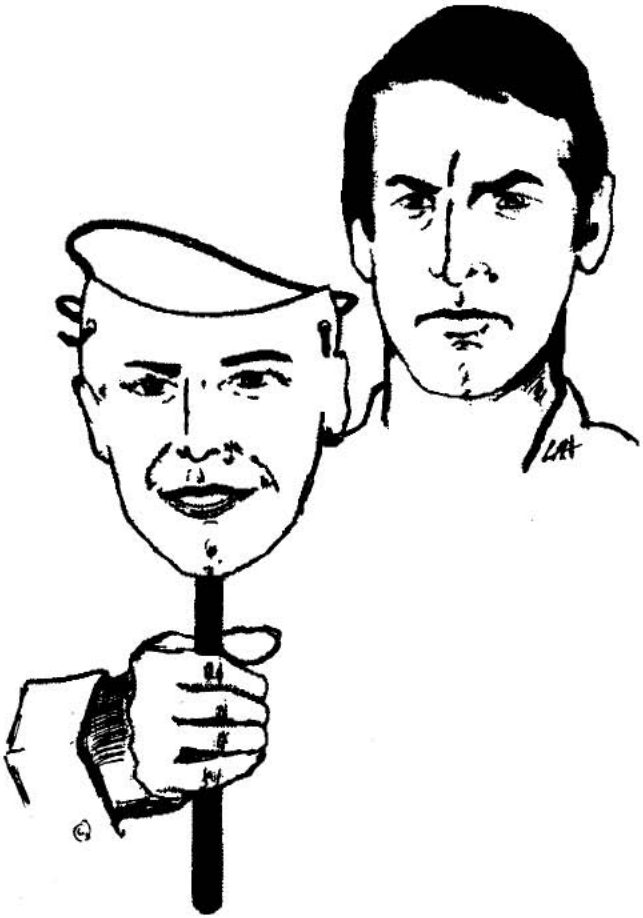
The third confessed, "I rarely wear mine … except when I need to see."

A boy visited his aunt, who reprimanded him for telling a fib. "Do you know," she warned, "what happens to little boys who tell fibs?"

"No, what, Aunty?" he asked.

"Well," she said with a serious face, "there is a man up in the moon, a little green man with just one eye, who sweeps down in the middle of the night and flies away to the moon with little boys who tell lies and makes them pick up sticks all the rest of their lives. Now you won't tell lies any more, will you, for it's awfully, awfully naughty."





Chapter 11. Affirmation

DELIBERATELY DO and/or say things to make others feel important: Praise, encouragement, support, co-operation and courtesy (please & thank-you).

True romance is the art of making someone feel special.

Nothing will improve a person's hearing more than praise.

Dante Gabriel Rossetti, the famous 19th-century poet and artist, was once approached by an elderly man. The old fellow had some sketches and drawings that he wanted Rossetti to look at and tell him if they were any good, or if they at least showed potential talent.

Rossetti looked them over carefully. After the first few, he knew that they were worthless, showing not the least sign of artistic talent. But Rossetti was a kind man, and he told the elderly man as gently as possible that the pictures were without much value

and showed little talent. He was sorry, but he could not lie to the man.

The visitor was disappointed, but seemed to expect Rossetti's judgment. He then apologized for taking up Rossetti's time, but would he just look at a few more drawings - these done by a young art student?

Rossetti looked over the second batch of sketches and immediately became enthusiastic over the talent they revealed. "These," he said, "oh, these are good. This young student has great talent. He should be given every help and encouragement in his career as an artist. He has a great future if he will work hard and stick to it."

Rossetti could see that the old fellow was deeply moved. "Who is this fine young artist?" he asked. "Your son?"

"No," said the old man sadly. "It is me, 40 years ago. If only I had heard your praise then! For you see, I got discouraged and gave up too soon."

Jennie Jerome Churchill wrote, "Treat your

friends as you do your pictures, and place them in their best light."

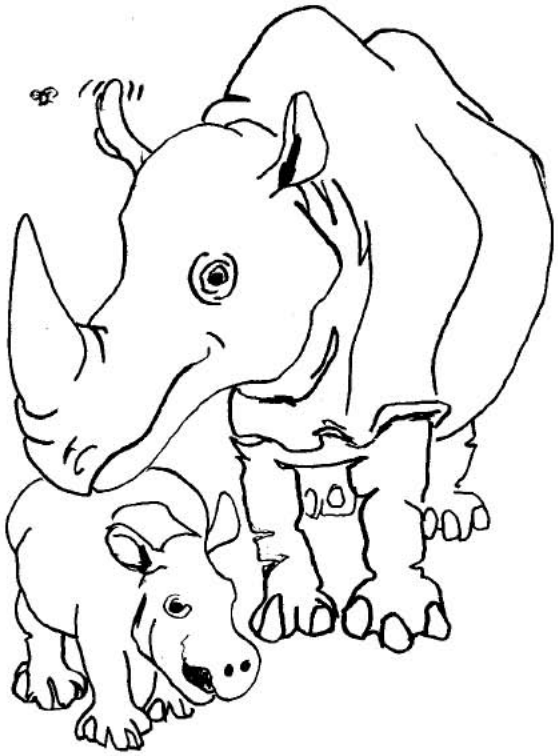
The Bible says, "Two are better than one; because they have a good reward for their labour. For if they fall, the one will lift up his fellow: but woe to him that is alone when he falleth; for he hath not another to help him up. Again, if two lie together, then they have heat: but how can one be warm alone? And if one prevail against him, two shall withstand him." (Ecclesiastes 4:9-12)

"A bit of flattery now and then, makes husbands out of single men" (An anonymous writer). "And occasional flattery you will discover, may help your spouse become your lover" (Your author's addition).

The Duke of Wellington, the British military leader who defeated Napoleon at Waterloo, was not an easy man to serve under. He was brilliant, demanding, and not one to shower his subordinates with compliments.

Yet even Wellington realized that his methods left something to be desired. In his old age a young

lady asked him what, if anything, he would do differently if he had his life to live over again. Wellington thought for a moment, and then replied. "I'd give more praise".



Chapter 12. Empathising

EMPATHY IS their pain in our heart.

The strength and sweetness of friendship depends on sincerity tempered by empathy.

Do not speak of your own happiness to one who is unhappy.

Instead of putting others in their place, try putting yourself in their place.

A man passing a small group of children noticed they were all crying noisily. He stopped one lad and asked, "What's the trouble? Why are you all crying?" Between sobs the boy answered, "We all have a pain in Billy's stomach."

A couple sat side by side on a park bench trying to make conversation:

One said, "The weather's awful."

To which the other replied, "Yeah, I'm depressed and lonely and I don't know how to tell

you either."

A girl came home from playing with a friend, a little later than expected, so her mother immediately said "Maggie, why are you late?"

Maggie said, "I was walking home with Florence, when she dropped her doll and it broke".

"Oh, I see", said her mother, "so you stopped to help Florence fix her doll?"

"No," said Maggie, "we couldn't fix the doll, so I stayed and helped Florence to cry!"

James S. Hewett tells of a surgeon who was discussing a case with a class of medical students: "The muscle in the patient's right leg has contracted until it is shorter than that in the left. Therefore, he limps. What would you do in such a circumstance?"

One student raised his hand and said, "I'd limp too."

Chapter 13. Enthusiasm

BE ENTHUSIASTIC - it is contagious, it motivates others as well as it motivates you; it builds bonds within relationships. Is your enthusiasm worth catching?

"It is good to be zealously affected always in a good thing" (Galatians 4:18).

Henry Ford (1863-1947) said, "You can do anything if you have enthusiasm. Enthusiasm is the yeast that makes your hopes rise to the stars.

Enthusiasm is the spark in your eye, the swing in your gait, the grip of your hand, the irresistible surge of your will and energy to execute your ideas….

Enthusiasm is at the bottom of all progress."

Chapter 14. Identity

CALL OTHERS by name and repeat it often in conversation.

Jack H. Williams wrote, "During my second month of nursing school, our professor gave us a pop quiz. I was a conscientious student and had breezed through the questions, until I read the last one: "What is the first name of the woman who cleans the school?"

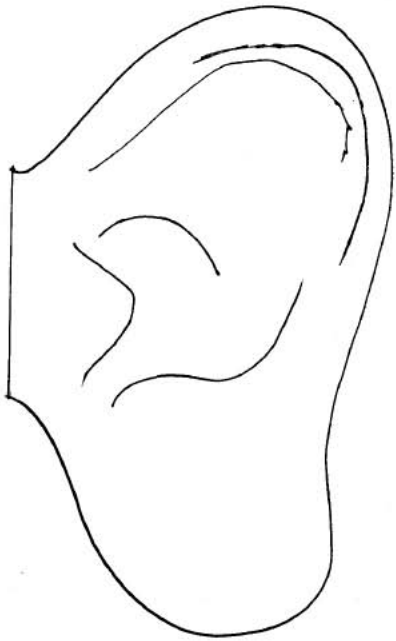
Surely this was some kind of joke. I had seen the cleaning woman several times. She was tall, dark-haired and in her 50s, but how would I know her name? I handed in my paper, leaving the last question blank.

Before class ended, one student asked if the last question would count toward our quiz grade. 'Absolutely,' said the professor. 'In your careers you will meet many people. All are significant. They deserve your attention and care, even if all you do is smile and say Hello.'

I've never forgotten that lesson. I also learned her name was Dorothy."

Our name, our moniker or cognomen, is sometimes referred to as our 'handle'. Have you ever tried to carry a heavy suitcase when the handle is broken, or to lift a water-filled bucket that has no handle?

How much easier is conversation if we remember and use a person's name when we are speaking with them.



Chapter 15. Listening

LEARN TO LISTEN. People are warmed more by how you listen than what you say.

Give the gift of listening, but we must really listen. No interrupting, no day-dreaming, no planning your response; just listening.

God gave us two ears for active listening, two eyes for sharing a tear, two shoulders for comforting, two arms for loving, but only one mouth

A young man applied for a job as a Morse code operator. Answering an ad in the newspaper, he went to the address that was listed. When he arrived, he entered a large, noisy office. In the background a telegraph clacked away. A sign on the receptionist's counter instructed job applicants to fill out a form and wait until they were summoned to enter the inner office. The young man completed his form and sat down with seven other waiting applicants.

After a few minutes, the young man stood up,

crossed the room to the door of the inner office, and walked right in.

Naturally the other applicants perked up, wondering what was going on. Why had this man been so bold? They muttered among themselves that they hadn't heard any summons yet. They took more than a little satisfaction in assuming the young man who went into the office would be reprimanded for his presumption and summarily disqualified for the job.

Within a few minutes the young man emerged from the inner office escorted by the interviewer, who announced to the other applicants, "Gentlemen, thank you very much for coming, but the job has been filled by this young man."

The other applicants began grumbling to each other, and then one spoke up, "Wait a minute. I don't understand. He was the last one to come in, and we never even got a chance to be interviewed. Yet he got the job. That's not fair."

The employer responded, "While you have been sitting there the telegraph has been ticking out

the following message: "If you understand this message, then come right in. The job is yours."

Martin Luther King Jr. wrote, "In the end, we will remember not the words of our enemies, but the silence of our friends."

Many years ago, while counselling a couple, the wife used an expression that I had not heard before. She shouted a statement aimed at her husband and added, 'Read my lips!' Since then I have heard the expression many times and, in fact, the Government has produced pamphlets on child abuse and domestic violence which both use that same expression, 'Read my lips!'

While re-reading the story of Joseph, I and was interested to observe Joseph using the same expression when talking to his brothers. A literal translation of the Hebrew of Genesis 45:12 (in part) reads, 'Your eyes see ... that my mouth speaks.' (The King James reads, 'And, behold, your eyes see ... that it is my mouth that speaketh unto you.'). Moses used the expression, 'HEAR, O Israel, the statutes and judgements which I SPEAK IN YOUR EARS this day, that ye may learn them, and keep, and do them

(Deuteronomy 5:1, emphasis added). Job said (13:17), 'Hear diligently my speech, and my declaration with your ears.' The expression to 'have ears and hear not' is found in Psalms 115:6, 135:17, Jeremiah 5:21 and Ezekiel 12:2.

The New Testament picks up the refrain, 'If any man have ears to hear, let him hear' (Matthew 11:15, 13:9, 13:43, Mark 4:9, 4:23, 7:16, Luke 8:8, 14:35) and 'He that hath an ear, let him hear' (Rev 2:7, 2:11, 2:17, 2:29, 3:6, 3:13, 3:22, 13:9). Something tells me that there is a great difference between hearing and HEARING; between hearing and listening with understanding. I confess that for many of us what we hear emulates the behaviour of a worm in a cornfield, which 'goes in one ear and out another'.

Hearing is passive.
Listening is interactive.
Hearing is static.
Listening is dynamic.
Hearing is face-to-place.
Listening is person-to-person.
Hearing is speech-to-screen.
Listening is soul-to-soul.

Hearing is a meeting of words.
Listening is a meeting of persons.
Hearing receives words.
Listening receives
the meaning of the words.

Hearing receives the medium.
Listening receives the message.
Hearing creates the initiative
for listening to be industrious.

Hearing is undisciplined reception.
Listening is disciplined understanding.

The reason a dog has so many friends is that he wags his tail instead of his tongue.

A proverb of the indigenous peoples of the Americas says, "Listen or thy tongue will keep thee deaf".

Chapter 16. Gentleness

SPEAK SOFTLY. "A soft answer turneth away wrath: but grievous words stir up anger" (Proverbs 15:1).

I was waiting in line at the counter in a local chemist shop when a young man ahead of me started to raise his voice to the young softly-spoken female pharmacist as she explained that the prescription was more than 12 months old and no longer valid. The man became very agitated and started accusing the pharmacist of deliberately and cruelly refusing to fill his prescription.

I could see that this situation could get out of hand if the man's temper led him to violence.

So I casually walked closer to him and gently said, "She's right, you know. The pharmacist doesn't make the rules; she simply enforces them. And it's better for us and it makes her job a lot easier if we choose to obey them.

Getting a new prescription from a physician is

much easier than trying to fight against a system that is designed to protect us from applying last year's cure to today's ailment. I'm sure that the pharmacist here will be more than happy to supply you with medicine if the prescription is current and up-to-date. Thank you for choosing to obey the rules even if it doesn't seem fair."

The man left quietly and both the pharmacist and another customer expressed gratitude that a potentially volatile situation was diffused.

Chapter 17. Positivity

BE POSITIVE, as positive attitudes are attractive to others.

We like to be around positive people. Negative people repel us and if we are negative, we repel others.

The owner of a doughnut shop captured the importance of choosing to think positively when he put this roadside sign in front of his shop: "When along life's journey you roll, keep your eye on the doughnut and not on the hole".

Thomas Jefferson is known to have said, "Nothing can stop the man with the right mental attitude from achieving his goal; nothing on earth can help the man with the wrong mental attitude".

When the soldiers of Israel saw Goliath, they thought to themselves. "He is too big that we can never kill him." When David saw Goliath, he thought to himself, "He is so big that I cannot miss him" (See 1 Samuel 17:4-11, 32).

"Many decades ago when I was a child at primary school, I would rather read than participate in sporting activities. However at the school's annual sports carnival, running races were mandatory for all students.

My teacher, a Miss Pierre, realised that I would be unlikely to run competitively against my classmates who spent every opportunity at recess and lunchtime to run and play in the school playgrounds while I sat and read books.

So Miss Pierre took me to one side and said, 'Lionel, today for your race I am giving you a handicap.'

'What's that?', I asked.

'It's a head start! When I start the race I will tell you to go first and then I will blow the whistle for the rest of the class to start running.'

Well, I still came in last in the race, but I have always remembered that to have a handicap is to have a head start."

When you change the way you look at things, the things you look at change.

Chapter 18. Smiling

BE CHEERFUL and pleasant. Smile often; smile with your eyes as well as your mouth.

The easiest way to make others feel good is to share a genuine smile. There is nothing like a long face to shorten one's list of friends.

As a young man I was walking along an omnibus island in Cathedral Square in Christchurch, New Zealand. I don't know that they have them there any more, but an omnibus island was a small narrow strip of pavement that 'busses could stop, clear of other traffic, for collecting or alighting passengers.

This day I walked past an elderly lady who moved so gloomily, I immediately felt compassion on her. As she caught my eye I gave her the broadest smile that I could muster. I had hardly walked more than a few paces away from her when she turned and caught up to me and tapped me on the shoulder.

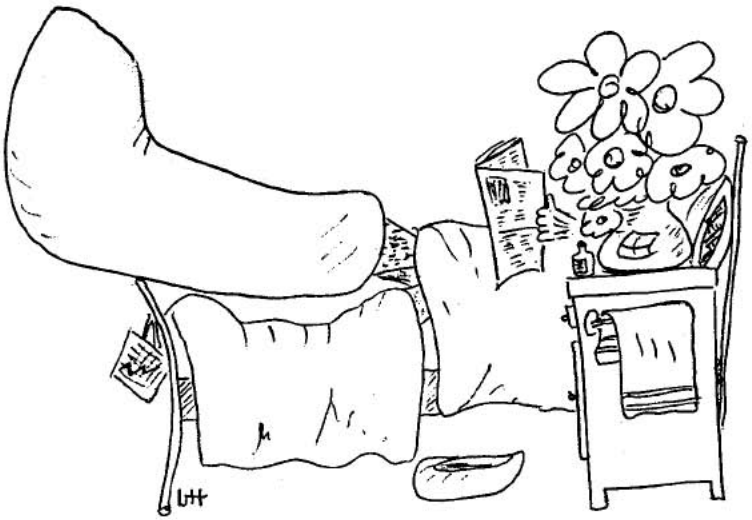
She thanked me for the smile, saying that it

was the very gift that she needed to brighten her day. She went on to explain that she had been contemplating ending her life and had decided that no-one cared even enough to smile at her.

She asked me for a hug and as I gave her one she assured me that she had changed her mind about stepping under the next 'bus that came along

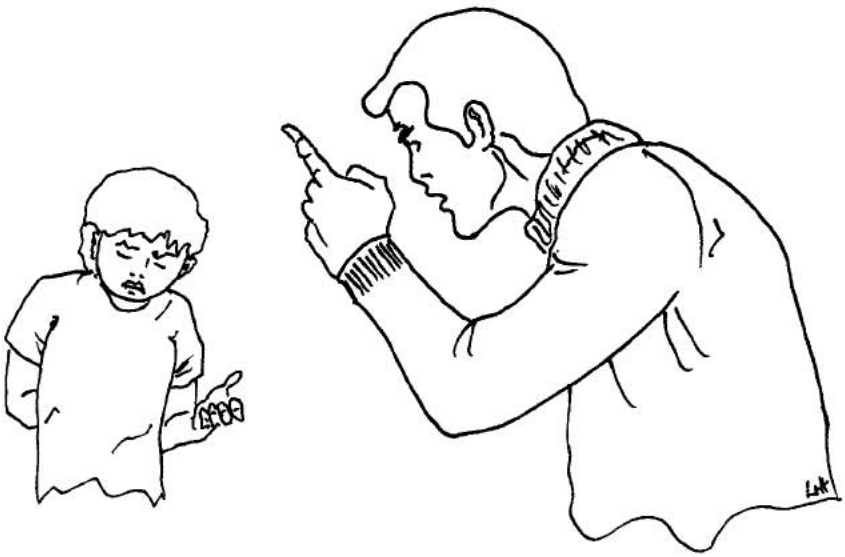
The English novelist William Makepeace Thackeray wrote, "Life is a mirror; if you frown at it, it frowns back; if you smile, it returns the greeting."

Many people will walk in and out of your life, but only true friends will leave footprints in your heart.



"Once upon a time
Love was feeling poorly,
So he went to the Doctor
On Monday, bright and early
To see what alchemy
would cure the pain
And light up the love
in his life again.

In order to have a healthy love
A love that's warm and close
The doctor prescribed
the giving of love
And if it doesn't work:
Double the dose."
— Lionel Hartley
First published in Tiger's Journal,
Christchurch, New Zealand,
April 1968



Chapter 19. Disagreements

BEFORE YOU CHOOSE to argue, stop and place a value on your friendship.

An argument is the longest distance between two points of view.

If you are arguing with a stupid person, be sure he or she isn't doing the same thing.

It takes two to quarrel. When one will not quarrel, two cannot quarrel. If you do quarrel, it also takes two to make up after a quarrel.

The Apostle Paul wrote, "Do everything without complaining or arguing" (Philippians 2:14).

It was my first year in high school and I was sitting on a bench in the school playground eating my lunch when my attention was drawn to two boys having a verbal altercation immediately in front of me.

Verbal blows were exchanged thick and fast and I wondered how long this would last before sleeves were rolled up and fists were bared. After a while one of the boys bent down and picked up a stick.

My immediate thought was that this verbal barrage would quickly escalate into violence and I braced myself to intervene to protect one or the other or both. I was surprised, however, when the one with the stick used it to scratch a line in the gravel separating him from his opponent.

Throwing the stick aside, he then, with defiant folded arms, threatened the other by saying, "I DARE you to cross this line onto my side!" The other, with equal defiance made an exaggerated display of raising his foot and dramatically stepping over the line.

The boy with the folded arms immediately unfolded them and grabbed the other in a bear hug, declaring, "Now you're on my side!"

They then jovially walked away, arm in arm, laughingly forgetting their previous argument.

Chapter 20. Helpfulness

BE A HELPER. Be slow to promise, quick to perform.

People will judge you by your actions not your intentions, what you actually do rather than the things that you brag about that you may do. You may have a heart of gold, but so does a hard-boiled egg.

He who sees a need and waits to be asked to help is as unkind as if he had refused to do it.

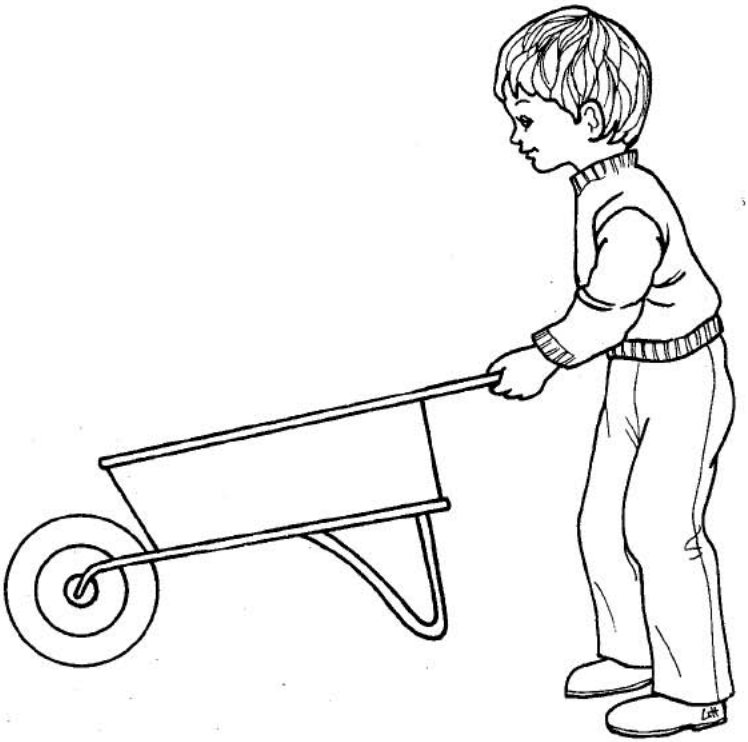
"Men, be prepared to put your arms into her sink before you expect her to sink into your arms. If you think dishwashing is women's work, read Matthew 23:25-26 which talks about men doing the washing-up and 2 Kings 21:13 which talks about men drying the dishes." (Lionel Hartley, Thank God for Sex, Stereo Publications, 1976)

A Chinese farmer was tending his rice paddy up in the mountain terraces overlooking the valley and the sea. One day he saw the beginning of a tidal wave—the sea retreated, leaving a wide portion of

the bay exposed, and he knew that the water would return with force, destroying everything in the valley.

He thought of his friends working in the valley and decided to set his rice field on fire. His friends immediately ran up the mountain to put the fire out and thus missed being killed in the tidal wave.

As a result of this spirit of helping one another, their lives were saved.



Chapter 21. Fighting

HOW TO FIGHT FAIR:

(i) Value Your Relationship.

Well-managed conflict is a factor in successful relationships. If a fight gets out of hand, you lose control of yourself as well as your ability to foster the relationship. That results in damage to your relationship. The degree to which you value your friendship will determine the amount of effort you're prepared to make toward establishing a healthy, happy relationship.

(ii) Put Pride Into Your Pocket.

It isn't easy to surrender our defences. Most humans prefer to win a battle by whatever means. The trouble with this kind of win/lose living is that you survive on pride. Pride builds walls between you and your friend or spouse, which makes it hard to know you're his or her needs and wishes. Pride can easily render you unteachable. Pride prevents you from benefiting from the other's wisdom.

Lowering your defences allows you to admit mistakes and failings. It gives you the opportunity to

apologise and seek forgiveness. Resolving difficulties is easier when the walls of pride are removed.

(iii) Build Trust.

An accepting attitude invites openness. We all talk more freely when our words and actions aren't being judged or criticised. When your friend values your ideas and opinions, you feel closer to her or him. It's easier for you both to be truthful in the context of such acceptance. Much that would fester into an argument dissolves in such an atmosphere.

(iv) Be Honest

Devious embellishments (white lies) may get you out of a tight spot, but expediency will eventually cost you your friend's trust. The only uncomplicated way of communicating with others is honestly. It's easier to believe in the good intentions of someone who 'tells it like it is.' When you know where you stand with one another person, the difficulty in addressing problems is greatly reduced.

(v) Stay By.

It's important to remain in one another's company when disagreement arises. Fast exits and slamming doors reveal an immaturity that only delays

the restoration of harmony. It's impossible to discuss anything with someone who isn't there. The sooner the problem is dealt with, the less chance it has of becoming more complicated and harder to resolve.

(vi) See Through The Other Person's Eyes.

No two people see an issue in exactly the same way. Try to view the problem from the other's viewpoint. It may take on quite a different complexion. Certainly, it will enable you to understand his or her feelings more clearly. That puts you in a better position to deal with the problem objectively.

(vii) Be Prepared to Listen.

It's amazing how much better you'll understand your friend when you begin to really hear what he or she is saying. The more fully you give attention to what is being said, the more opportunity they will have to fully explain his or her perceptions. This will enable you both to get a better grasp on the issue. It will also help you to avoid misunderstandings that often begin an argument.

(viii) Be Prepared to Talk.

The silent treatment generates ill feeling

between two people. The more fully you discuss an issue the more likely you are to resolve It. It's better to take time to talk it out to the satisfaction of both parties. That's what you'd usually do in a business or professional setting, so why not at home with your family?

(ix) Be Tactful.

Speaking the truth in love is an old skill for courageously bonding people together. It takes courage to be truthful. However, seeking the right time, place and circumstances to confront the other person is as important as your rightness in doing so. People tend to be drawn rather than pushed toward reconciliation.

(x) Be Flexible.

Maintaining a position when it's no longer helpful to the relationship can erode the respect others may have for you. If you're able to change and adapt (within reason) according to the other's needs and wishes, you can avoid needless conflict and the stress that goes with it. In being flexible, you can nurture your relationship so that it becomes the haven of harmony you had always hoped it would be.

Chapter 22. Encouragement

HELP OTHERS to like themselves.

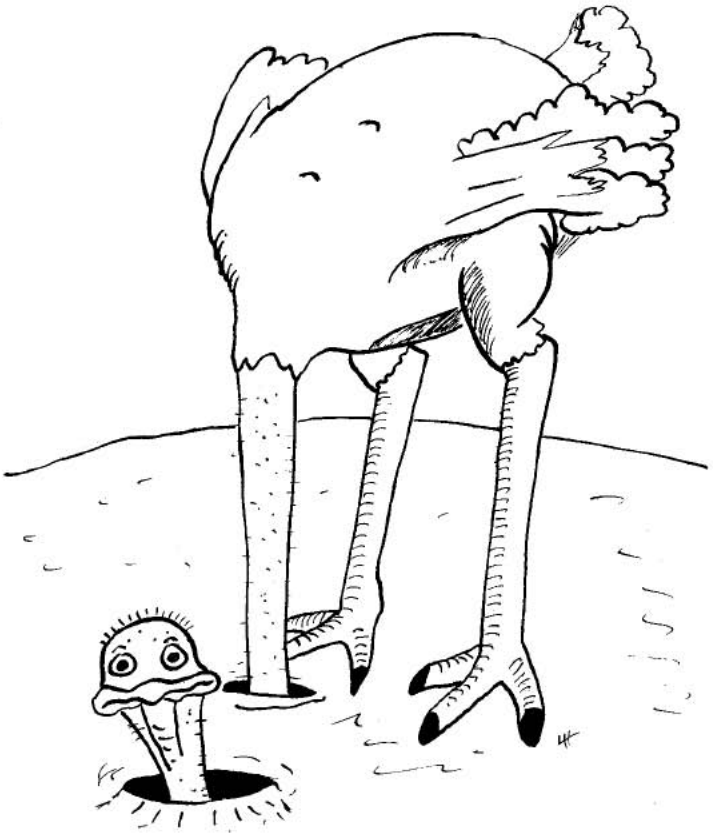
Remind them that you like yourself better when you are with them.

A word of encouragement during a failure is worth more than an hour of praise after success.

When things go wrong,
as they sometimes will,
When the road you are trudging
seems all up hill,
When care is pressing you down a bit,
Rest, if you must, but don't you quit.

Often the goal is nearer than
It seems to a faint and faltering man,
Often the struggler has given up
When he might have captured
the victor's cap
(Anonymous).

People will forget what you said, people will forget what you did, but people will never forget how you made them feel.



Chapter 23. Unpretentious

SHOW A GENUINE interest in others and carefully listen as you invite them to talk about themselves.

Seek out their opinions, thoughts, dreams, ideas and viewpoints.

Dale Carnegie wrote, "You can make more friends in two months by becoming interested in other people than you can in two years by trying to get other people interested in you."

James F. Byrnes wrote, "Friendship without self-interest is one of the rare and beautiful things of life."

Benjamin Disraeli said, "The greatest good you can do for another is not just to share your riches but to reveal to him his own."

Chapter 24. Winning

ALLOW THE OTHER person to be "right" sometimes.

The way to have a pleasing personality is to be willing to lose some arguments.

If a friend makes a mistake, don't rub it in; rub it out. The more arguments you win, the fewer friends you'll have.

Bob Phillips wrote, "If you win all your arguments, you'll end up with no friends".

Chapter 25. Jest

IF YOU REALLY must poke fun at someone, be sure it is you.

Blessed are we who can laugh at ourselves, for we shall never cease to be amused.

Listen to these examples of inventors, inventions and ideas that some people poked fun at.

(i) In 1881, when the New York YWCA announced typing lessons for women, vigorous protests were made on the grounds that the female constitution would break down under the strain.

(ii) An eloquent authority in the United States declared that the introduction of the railroad (railway) would require the building of many insane asylums, since people would be driven mad with terror at the sight of locomotives rushing across the country.

(iii) Commodore Vanderbilt dismissed the inventor Westinghouse and his new air brakes for trains, stating, "I have no time to waste on fools."

(iv) In Germany it was proved by 'experts' that if trains went at the frightful speed of 15 miles an hour, blood would spurt from the travellers' noses and passengers would suffocate when going through tunnels.

(v) Joshua Coppersmith was arrested in Boston for trying to sell stock in the telephone. "All well-informed people know that it is impossible to transmit the human voice over a wire."

(vi) Men insisted that iron ships would not float, that they would damage more easily than wooden ships when grounding, that it would be difficult to preserve the iron bottom from rust, and that iron would deflect the compass.

(vii) The first successful cast-iron plough, invented in the United States in 1797, was rejected by New Jersey farmers under the theory that cast iron poisoned the land and stimulated the growth of weeds.

(viii) Those who loaned Robert Fulton money for his steamboat project stipulated that their names be withheld for fear of ridicule were it known they supported anything so 'foolhardy.'

Chapter 26. Appearance

THE JAPANESE word 金繕い (Kintsukuroi) which means 'to repair with gold', is a way of living that embraces flaws and imperfections, rather than hide them.

Being well-groomed has its advantages. When your clothes are neat, clean and appropriate for the occasion, when your whole body is fresh and clean, you feel confident. You feel physically comfortable. You are happy, pleasant and easy to deal with. This involves good hygiene, good health and good posture.

An attractive appearance helps you to have social poise. It makes you acceptable to other people. You feel socially comfortable.

More importantly, this affects the way you feel, think and act toward other people.

Chapter 27. Concern

BE SOMEONE else's eyes (or ears).

Two men, both seriously ill, occupied the same hospital room. One man was allowed to sit up in his bed for an hour each afternoon to help drain the fluid from his lungs. His bed was next to the room's only window. The other man had to spend all his time flat on his back.

The men talked for hours on end. They spoke of their wives and families, their homes, their jobs, their involvement in the military service, where they had been on vacation. And every afternoon when the man in the bed by the window could sit up, he would pass the time by describing to his roommate all the things he could see outside the window.

The man in the other bed began to live for those one-hour periods where his world would be broadened and enlivened by all the activity and colour of the world outside. The window overlooked a park with a lovely lake. Ducks and swans on the water while

children sailed their model boats. Young lovers walked arm in arm amidst flowers of every colour of the rainbow. Grand old trees graced the landscape, and a fine view of the city skyline could be seen in the distance.

As the man by the window described all this in exquisite detail, the man on the other side of the room would close his eyes and imagine the scene.

One warm afternoon the man by the window described a parade passing by. Although the other man couldn't hear the band, he could see it in his mind's eye as the gentleman by the window portrayed it with descriptive words.

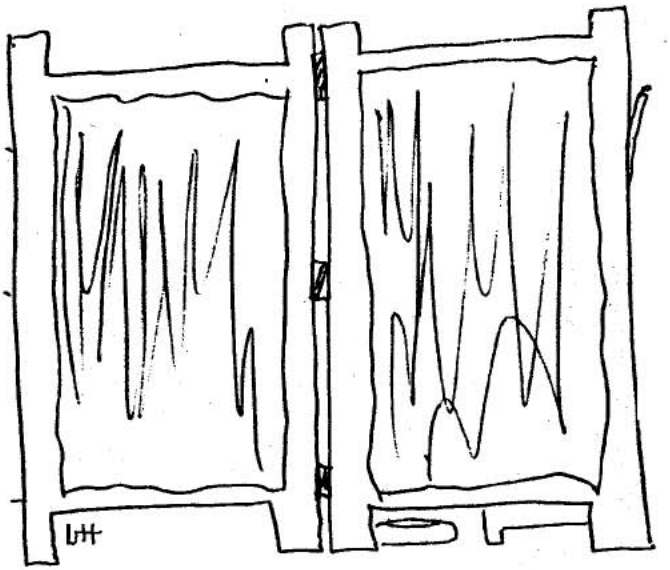
Days and weeks passed. One morning, the day nurse arrived to bring water for their baths only to find the lifeless body of the man by the window, who had died peacefully in his sleep. She was saddened and called the hospital attendants to take the body away.

As soon as it seemed appropriate, the other man asked if he could be moved to the other bed. The nurse was happy to make the switch, and after making sure

he was comfortable, she left him alone.

Slowly, painfully, he propped himself up on one elbow to take his first look at the world outside. Finally, he would have the joy of seeing it for himself. He strained to slowly turn to look out the window beside the bed. It faced a blank wall.

The man asked the nurse what could have compelled his deceased roommate who had described such wonderful things outside this window. The nurse responded that the man was blind and could not even see the wall. She said, "Perhaps he just wanted to encourage you."



Chapter 28. Fidelity

BE LOYAL (faithful) to people.

"A friend loves at all times, and a brother is born for adversity." (Proverbs 17:17)

In 1883 the US Marines adopted the slogan: Semper Fidelis, a Latin phrase meaning "Always Faithful." For the Marines, it's more than a motto; it's a way of life, and it expresses the commitment they feel toward our country and each other. That's why there are no ex-Marines, only former Marines. "Semper Fi" should be the slogan for every successful relationship

In the late to mid-6th century BCE, a former Greek slave named Aesop wrote, "Two Fellows were travelling together through a wood, when a bear rushed out upon them.

One of the travellers happened to be in front, and he seized hold of the branch of a tree, and hid himself among the leaves.

The other, seeing no help for it, threw himself flat down upon the ground, with his face in the dust.

The bear, coming up to him, put his muzzle close to his ear, and sniffed and sniffed. But at last with a growl he shook his head and slouched off, for bears will not touch dead meat.

Then the fellow in the tree came down to his comrade, and, laughing, said, 'What was it that Master Bruin whispered to you?'

'He told me,' said the other, 'never trust a friend who deserts you at a pinch'."

A number of new Air-Force recruits were being taken on their first training flight. The plane had just levelled out after taking off when one of the engines seized up, and another began smoking badly.

Adjusting his parachute, the instructor strove for nonchalance as he made his way to the hatch door. "Now I want you men to keep perfectly calm," he said, "while I go for help."

Chapter 29. Reality Check

JAMES S HEWETT writes about a man who never opened the car door for his wife or any other woman.

He felt it was a sissy kind of thing to do and "Besides," he was fond of saying, "she doesn't have two broken arms."

His table manners left much to be desired, and manners in general were looked upon by him as quite unnecessary.

After many years of marriage, the wife died and her husband was heartbroken because he truly loved her.

Somehow, as the pallbearers brought her casket out of the funeral service, the husband and his family reached the hearse ahead of them.

The mortician was back a few feet and, since he knew the husband quite well, he called him by name and said, "Open the door for her, will you?"

The man reached for the door handle and then, for one second, just froze. He realized he had never opened a car door for her in life; now in her death it would be the first, last, and only time.

It was a moment for him when years of regrets came crashing down around him.

Chapter 30. Life Rules

(i) A CARELESS word may kindled strife; a cruel word may wreck a life; a timely word may level stress; a loving word may heal and bless.

(ii) A sad thing in life is when you meet someone who means a lot to you, only to find out in the end that it was never meant to be and you just have to let go.

(iii) Always put yourself in others' shoes. If you feel that it hurts you, it probably hurts the person too.

(iv) Don't go for looks; they can deceive. Don't go for wealth; even that fades away. Go for someone who makes you smile because it takes only a smile to make a dark day seem bright. Hope that you find the one that makes you smile.

(v) Dream what you want to dream; go where you want to go; be what you want to be, because you have only one life and one chance to do all the things

you want to do.

(vi) Giving someone all your love is never a guarantee that they'll love you in return. Don't expect love in return; just wait for it to grow in their heart, but if it doesn't, be content that it grew in yours.

(vii) Happiness cannot be sought, caught nor bought, but it lies in wait for those who cry, those who hurt, those who have reached out, and those who have tried, for only they can appreciate the importance of people who have touched their lives.

(viii) It hurts to love someone and not be loved in return, but what can be more painful is to love someone and never to find the courage to let that person know how you feel.

(ix) It takes only a minute to get a crush on someone, an hour to like someone and a day to love someone - but it takes a lifetime to forget someone.

(x) It's true that we don't know what we've got until we lose it, but it's also true that we don't know what we've been missing until it arrives.

(xi) Love comes to those who still hope although they've been disappointed, to those who still believe although they've been betrayed. We need to love those who still love although they've been hurt before.

(xii) Love is when you take away the feeling, the passion, and the romance in a relationship and find out you still care for that person.

(xiii) Maybe God wants us to meet a few wrong people before meeting the right one, so that when we finally meet the right person, we will know how to be grateful for that gift.

(xiv) The beginning of love is to let those we love be just themselves and not twist them with our own image, otherwise; we love only the reflection of ourselves we find in them.

(xv) The best kind of friend is the kind you can sit on a verandah and have the best conversation you ever had.

(xvi) The brightest future will always be based on a forgotten past, you can't move on successfully

in life until you let go of your past failures, hurts, hang-ups and heartaches.

(xvii) The happiest of people don't necessarily have the best of everything; they just make the most of everything that comes along their way.

(xviii) There are things you'd love to hear that you would never hear from the person whom you would like to hear it from. But don't be so deaf as not to hear it from the one who says it to you from the heart.

(xix) When a door of happiness closes, another opens but often times we look so long at the closed door that we don't see the one which has been opened for us.

(xx) When you were born, you were crying and everyone around you was smiling. Live your life so that when you die, you're the one who is smiling and everyone around you is crying.

(xxi) Never say goodbye if you still want to try; never give up if you still feel you can go on; never say you don't love a person anymore if you can't let

go.

(xxii) Finally, we should always leave loved ones with loving words. It may be the last time we see them.

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